



Date: November 18, 2008

Alert Number: 0021

To: Providers, Partners, Trading Partners, Managed Care Organizations

Re: ForwardHealth Benefit Plans for Member Enrollment

Providers now have access to member benefit plan information when verifying member enrollment via the ForwardHealth Portal and in WiCall, the Automated Voice Response (AVR) system.

Providers are strongly encouraged to verify dates of enrollment and other coverage information to determine whether a member is in a limited benefit category or is enrolled in Wisconsin Medicaid, the BadgerCare Plus Standard Plan, or the BadgerCare Plus Benchmark Plan.

Members may be enrolled in multiple benefits plans that will be accessible to providers via the Portal and WiCall. For example, a member enrolled in Medicaid may also be enrolled in Qualified Medicare Beneficiary – Only (a limited benefit plan). In this case, both benefit plans will be displayed in the Portal or spoken through WiCall for that member. A limited plan does not reduce or limit the coverage of ForwardHealth programs.

The following are examples of ForwardHealth programs and their abbreviations on the Portal:

- BadgerCare (BC).
- BadgerCare Plus Standard Plan (BCSP).
- BadgerCare Plus Benchmark Plan and Dental (BCBP).
- Medicaid (MCD).
- Medicaid Waiver (MCDW).
- Medicaid Purchase Plan Waiver (MAPW).
- Medicaid Purchase Plan (MAP).
- Wisconsin Well Woman Medicaid (WMMA).
- Medicaid for SSI (SSIMA).
- Medicaid for Foster Care (FSTMA).

The following are examples of limited benefit categories and their abbreviations on the Portal:

- BadgerCare Plus Benchmark Express Enrollment for Pregnant Women (BCBEE).
- BadgerCare Plus Standard Express Enrollment for Pregnant Women (BCSEE).
- Express Enrollment — Pregnancy (EE).
- Family Planning Services Only (FPW).
- Qualified Medicare Beneficiary (QMB).
- SeniorCare Level 1 — 0 to 200% Federal Poverty Level (SC1).

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- SeniorCare Level 2 — Over 200% Federal Poverty Level (SC2).
- Wisconsin Chronic Disease Program — Renal Disease (WCDK).
- Wisconsin Chronic Disease Program — Hemophilia Home Care (WCDH).
- Wisconsin Chronic Disease Program — Adult Cystic Fibrosis (WCDC).
- Wisconsin Well Woman Program (WWWP).

Providers may verify member enrollment via the Portal at *forwardhealth.wi.gov*/ by selecting the Enrollment link on the secure Provider home page or by calling WiCall at (800) 947-3544.

Refer to the Member Information section and Enrollment Categories chapter of your service area of the Online Handbook for more information about limited benefit categories. Refer to the Resources section and Enrollment Verification chapter of your service area for more information about enrollment verification.

Please call Provider Services at (800) 947-9627 if you have any questions.